

# Consulting Cloud Preview

**SERVICE PACKAGE: SL0018**

**FACILITY PROVISIONING**

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**Note: The audience for this IT Service Product is the CUSTOMER executive who hold the budget and makes purchasing decisions (the IT Service Product buyer).**

1.0 IT SERVICE PRODUCT OVERVIEW	
1.1	Reference # SL0018
1.2	Name Facility Provisioning. All Vendor Data Centers.
1.3	Description Facility Management refers to the supply of a secure, reliable and properly outfitted physical location to house Customer infrastructure such as servers and file storage systems. The Facility needs to adhere to strict requirements in terms of power, environmental control (e.g. temperature), and access to the site. In addition to the above elements, Facility Management includes the management of physical space (capacity) within the site.
1.4	Inclusions <b>Physical Capacity Management</b> The <u>Physical Capacity Management</u> service ensures that there is enough physical floor space in a facility to meet the Customer’s current and future infrastructure needs. Future needs are estimated based on current growth trends and the known requirements of current in-flight projects. It is also essential to have enough space to be able to provide a separate secure area for infrastructure containing sensitive data. The scope of this service includes: <ul style="list-style-type: none"> <li>◆ Provision of enough space to accommodate current infrastructure needs</li> <li>◆ Providing a secure area for infrastructure containing sensitive data</li> <li>◆ Provision of space for estimated future requirements (based on current in-flight projects and infrastructure growth trends)</li> <li>◆ Enough space for operators to work at the facility</li> </ul> <b>Physical Security</b> The <u>Physical Security</u> service restricts physical access to a facility to authorized personnel only The scope of this service includes: <ul style="list-style-type: none"> <li>◆ Provision and maintenance of a security system that restricts access to a facility</li> <li>◆ Provision of security passes to provide access to authorized personnel</li> <li>◆ Provision of a secure area for infrastructure containing sensitive data. This area is to be accessible only to authorized personnel</li> <li>◆ Disposal of confidential materials produced at the facility</li> </ul>